

# FORT BEND WOMEN'S CENTER JOB DESCRIPTION

## RESALE STORE MANAGER

**REPORTS TO:** Resale Operations Director

**SUPERVISES:** Assistant Manager  
Receiving Manager  
Lead Sales Associate  
eSales Lead  
Sales Associates  
Receiving Assistants  
Volunteers  
Community Service Workers

**STATUS:** Salaried/Exempt

### RESPONSIBILITIES:

Accountable for all outcomes within assigned Resale store. Creates great experiences for all customers, donors, and volunteers. Promotes a fun, safe, supportive, attractive, and productive work environment for co-workers. Protects and improves the profitability, property, systems, and reputation of PennyWise Resale and the Fort Bend Women's Center.

### DUTIES:

1. Demonstrates Customer Service Excellence at all times.
2. Partners with Resale Operations Director to develop new strategic initiatives.
3. Works with Case Managers to ensure agency clients have easy access to store merchandise.
4. Contributes ideas to Marketing and Development team.
5. Supervises all staff and volunteers.
6. Conducts daily and weekly meetings to communicate agency news, plan projects, and gather feedback on current operations.
7. Recruits, interviews, and reviews performances of all staff members.
8. Invests in human resources by creating a professional development plan for each staff member and providing timely, thoughtful coaching.
9. Ensures the facility and equipment is safe, functioning, and attractive.
10. Submits timely and accurate reports on all business activity including sales, attendance, inventory status, volunteer hours, and donations.
11. Develops pricing guidelines and merchandising strategies for all inventory categories.
12. Enforces controls on key store assets (bank deposits, petty cash, merchandise inventory, IT systems, confidential customer and employee records).
13. Must be able to meet the annual KPI's.
14. Other duties as needed.

**QUALIFICATIONS:**

1. Must be able to demonstrate the Agency's Core Values (Service, Passion, Integrity, Respect, Innovation, and Teamwork)
2. College degree in related field preferred. Minimum High School graduate.
3. 3+ years successful supervisory experience in retail stores.
4. Proven ability to meet revenue and expense budgets.
5. Experience with business practices including project management and continuous improvement programs.
6. Ability to work professionally with the public.
7. Excellent organizational skills.
8. Excellent people skills.
9. Must complete Direct Services Training as an Advocate for Survivors of Domestic Violence and Sexual Assault.
10. Must have reliable transportation.
11. Must be able to lift 30 lbs. or more and get on a 2-step ladder.
12. Computer Skills: Expertise in Microsoft Office (Excel, Word, Outlook). Familiarity with POS systems and reports.

**HOURS:** 40 hours per week including weekends

**BENEFITS:** Health, vision, and dental insurance: Life and LTD insurance, 403(b) retirement plan, Flex Spending Account, Health Savings Account, Employee Assistance Program, Paid Time Off, discount on store purchases.

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Employee Signature

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Date